Special Surveillance Inspections

Customer Complaint Program

DoD Hazardous Food Recall Program

Customer Complaint Inspections

CUSTOMER COMPLAINT PROGRAM

- ***PURPOSE***
- ***DOCUMENTATION***
- ***RESPONSIBILITIES***
- ***CAUSES OF PRODUCT PROBLEMS***
- ***POSSIBLE ACTIONS***

Purpose

- **Provides feedback to Public Health and the Responsible Property Officer (RPO) concerning the state of products in the resale warehouse**

Documentation of Customer Complaints

- **DeCA Form 40-45, Food Quality Report**

Responsibilities (Steps)

Commissary:

- **Assists customer with DeCA Form 40-45, Food Quality Report**
- **Gives partially completed form, and the returned product, to PH**

Responsibilities (Steps)

Public Health:

- **Evaluate complaint**
  - **Review form**
  - **Check warehouse/shelves, pull samples as necessary (use DD Form 1222)**
  - **Talk to vendor**
- **Call customer (if appropriate)**
- **Document Medical Inspector's Findings and return completed form to the RPO**
- **Maintain log of complaints**

Causes/Reasons for Product Problems

- **Obvious Customer Mishandling**
- **Infestation of the Product**
- **Suspected Product Tampering**
- **Product Unwholesome (no fault)**

Possible Actions Resulting from Customer Complaints

- Suspend sale of product
- Return product to vendor
- Recall notification to patrons
- Notify DSCP (ALFOODACT?)
  - Through MAJCOM
- Increase vendor surveillance

Possible Actions (cont.)

- **If there are safety concerns, notify regulatory agencies.**
  - **USDA for Meat and Poultry**
  - **FDA for other foods**

DoD Hazardous Food Recall

- Purpose
- Responsibilities
- Types of Recall

Purpose

- **To inform DoD agencies of potential hazards in foods, nonprescription drugs, and health and beauty aids.**

Responsibilities

- **DSCP**
  - **POC with USDA, FDA, USDC and other sources**
  - **Duties include:**
    - **Which stocks are involved**
    - **Location**
    - **Coordination**
    - **Prepare message**

Responsibilities

- **Public Health**
  - **Identify any stocks on hand**
  - **Segregate and secure the products**
  - **Notify MAJCOM and DSCP**
  - **Maintain Log**

Types of Recalls

- **Class I**
  - **Foods that may cause serious adverse health consequences or death**
- **Class II**
  - **Foods that would result in a temporary or reversible health problem**
- **Class III**
  - **Foods that are not likely to cause danger to health.**

Summary

- **Customer Complaint Program**
  - **Purpose**
  - **Documentation**
  - **Responsibilities**
  - **Causes of product problems**
  - **Possible actions**

Summary (cont.)

- **DoD Hazardous Food Recall**
  - **Purpose**
  - **Responsibilities**
  - **Types of Recalls**